

THE WANADA BULLETIN

NEWS AND INFORMATION FOR AND ABOUT FRANCHISED NEW CAR DEALERS IN THE WASHINGTON AREA

WANADA Bulletin #37-02

September 16, 2002

DEALERS IN THE SPOTLIGHT:

WANADA Nominates Chris Zourdos for TMQDA

For his long time commitment to hands-on dealership management, industry leadership and community involvement, Christopher Zourdos, president of Courtesy Jeep in Rockville, Maryland, has been nominated by WANADA for the 2003 TIME Magazine Quality Dealer Award (TMQDA).

"I'm just awfully proud of this nomination, particularly since my dad, Peter Zourdos, was the TMQDA nominee in 1976," says Zourdos. "As a single line dealership, I guess we are just a little different these days. But I like to think we represent the work ethic and dedication to customers of a traditional family-owned business."

That's something Zourdos credits to his dad, who, at 82, still has an office at Courtesy Jeep. "Talk about the greatest generation, that was my dad. He grew up in the Depression, served during World War II, worked hard and sacrificed."

Peter Zourdos and his brother-in-law, the late Andrew Manos, went to work for Al Cranson's Rambler dealership in Bethesda in 1958, and bought the dealership in 1964.

"We basically evolved from that Rambler dealership, and then we evolved with the company, selling American Motors' cars and Jeeps, then, under Chrysler ownership, Jeep-Eagle, and

(See Zourdos, page 2)



Christopher Zourdos at Courtesy Jeep in Rockville.

DEALER ALERT:

NHTSA Requires New LATCH Child Seat System

Effective September 1, 2002, all new vehicles and child safety seats must have attachments designed to make them fit together like a key in a lock. The new system, called LATCH, for Lower Anchors and Tethers for Children, is designed to make it easier to fit the child seat tightly in the vehicle. Every vehicle must be made with 6-millimeter bars, or anchors, in the back seat where the cushions meet, and every child seat must be built with clips that connect to the anchors for a secure fit.

The National Highway Traffic Safety Administration estimates the new system could prevent 36 to 50 deaths and almost 3,000 injuries annually. But the new law can't prevent all child seat mistakes. NHTSA said parents still need to research which seat is best for their child, make

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ZOURDOS

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now just Jeep,” Zourdos explains. “We have always believed in hands-on management, and we never looked for any other franchises.”

Like many sons of dealers, Zourdos worked summers at the dealership during high school and college, loved it, and joined the staff in 1973. He learned the business from the ground up, moving from sales to management positions to dealer principal in 2000.

Although American Motors built the new Rockville facility in 1972, Courtesy continued to operate both locations until 1986. This coming February, Courtesy Jeep will be celebrating 45 years of business in Montgomery County, Md. A Chrysler 5 Star Dealer, Courtesy has annually ranked as one of the top volume Jeep dealers nationally, and it consistently ranks at or near the top of the Customer Satisfaction Index and the Sales Satisfaction Index.

“One of the main reasons we’ve been around for a long time is our employees,” Zourdos is quick to add. “We’ve got a number of people who have been here a lot of years, and without that kind of loyalty and commitment from our employees, we could not have been successful.”

Zourdos’ involvement in his community has been extensive, “with most things geared to kids,” he says. He is very proud of his long support and sponsorship of the Treatment and Learning Centers (TLC), a facility in Rockville that works with kids with learning disabilities and head injuries who can’t get mainstreamed in the public school system.

For the past 12 years Zourdos has chaired the Annual TLC /Courtesy Jeep Golf and Tennis Classic at the Lakewood Golf and Tennis Club, which this year raised over \$100,000. He was the TLC Volunteer of the Year in 1995 and received the TLC Team Award in 1998. And he was presented a citation in 2001 by Montgomery County Executive Doug Duncan for 10 years of service to TLC and Montgomery County.



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— Chris Zourdos

Zourdos’ passion for sports in his youth led him to volunteer as soccer coach in the Montgomery Soccer Inc. and National Capital Soccer Leagues for eight years. He was named MSI coach of the year in 1992.

An active member of St. George Greek Orthodox Church in Bethesda, Zourdos has served as chairman of its 25th Anniversary Youth Sunday and annually sponsors youth outings such as hockey games and ski trips. He also has chaired the church’s Cultural Center Groundbreaking Committee and Grand Opening Banquet, and is a member of the Building Fund Committee as well as a Greek Festival volunteer.

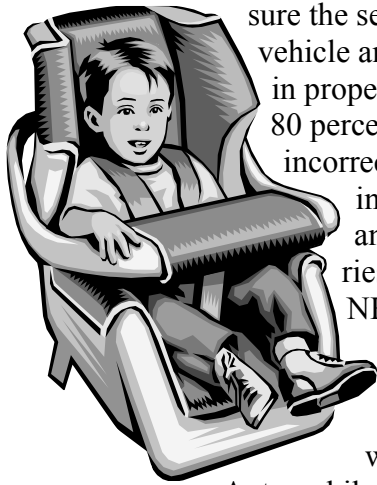
Zourdos earned a Bachelors degree in economics from Colgate University and did graduate studies at American University. He also completed the Dealer Management Course at General Motors Institute, has been a guest lecturer for the University of Maryland’s business school and is a past member of the WANADA Board of Directors.

Zourdos describes himself as a “strong family guy, married to the same great lady [Deborah] for 24 years, with two wonderful kids, Peter, 19, and Michael, 16,” who also spend their summers working at Courtesy – possibly a preview of things to come.

Considered the retail auto industry’s most prestigious honor, the annual TIME Magazine Quality Dealer Award (TMQDA) recognizes outstanding franchised new car dealers—selected by state and metro dealers associations across the country – who have met the highest standards for business practices and community involvement. The award is co-sponsored by TIME Magazine and the Goodyear Tire & Rubber Company, and will be presented to about 60 dealers at the 2003 NADA Convention in San Francisco, Feb. 1-4, 2003.

New Child Seat Rule

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sure the seat fits tightly in the vehicle and buckle the child in properly. The agency says 80 percent of car seats are incorrectly installed, leading to 68 child deaths and another 874 injuries each year.

NHTSA chief

Jeffrey Runge

says he hopes a

June agreement

with the National

Automobile Dealers Association

to help educate consumers about safety issues will boost awareness. NADA has joined NHTSA in a national campaign to raise public awareness of the importance of child safety seat and booster seat use. NADA is asking dealers to increase awareness of the LATCH anchoring system, especially among buyers who will transport children. More information on LATCH is at www.nhtsa.gov/people/injury/childps/LATCH/index.html.

NEWS NOTES:

Honda Insight and Civic Hybrid Qualify for Tax Break

Honda's Insight and Civic gasoline-electric cars joined Toyota's Prius in qualifying for a \$2,000 U.S. tax deduction under a program to encourage sales of low-pollution cars and trucks. Buyers of new 2001, 2002 and 2003 Insights and 2003 Civic hybrids can claim the income-tax deduction for the year when the car first was put to use, according to the IRS, which said in May that it would expand the deduction to hybrid cars and trucks from electric vehicles. The Prius last month was the first vehicle to qualify.

New Disabilities Guide Available

The U.S. Equal Employment Opportunity Commission has issued a short publication entitled *The Americans with Disabilities Act: A Primer for Small Business*. The guide explains the rules that apply to employers who receive applications from or who employ persons with disabilities and provides examples of *do's and don'ts*. The guide is available on the EEOC web site, www.eeoc.gov or through a link at www.nada.org (click Member Services, then Government Affairs, then Regulation).

NADA Tech Tip: Security Mistakes To Avoid

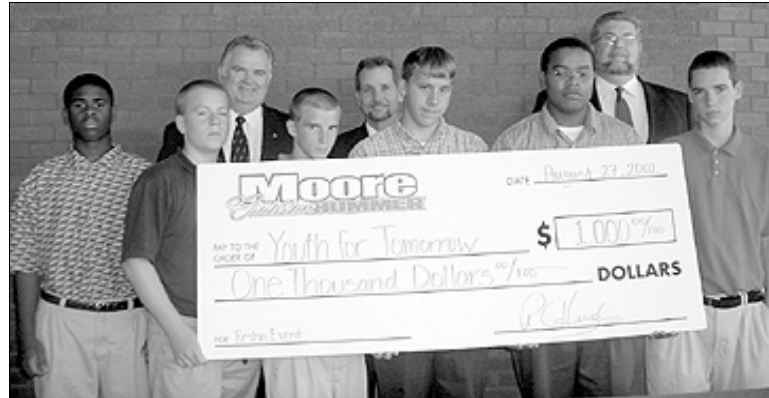
In order to manage and maintain dealership information technology security, keep in mind these mistakes that could potentially create breaches in your network security and wreak havoc in your dealership. The following are five frequent security mistakes that you should know and avoid:

- Opening unsolicited e-mail attachments from unknown sources (most viruses are distributed in attachments).
- Failing to install security patches, especially for desktop PC operating systems (Windows), applications (MS Office), and browsers (Internet Explorer and Netscape).
- Installing screen savers or games from unknown sources (e.g., downloaded from the Internet).
- Failing to make and test backups of programs and data files.
- Using a modem to access the Internet while it is attached to the LAN computer system which opens up your entire LAN system to hackers, bypassing the firewall.

For more tips on information technology, visit www.nada.org; click on Member Services, then Technology, then IT Tips.

DEALERS DOING GOOD:**Moore Cadillac Raises \$1,000 for Youth Center**

Moore Cadillac/Hummer in Tysons Corner, VA raised \$1,000 for Youth for Tomorrow, a residential home and school for at-risk teenage boys located in Bristow, Virginia, founded by former Washington Redskins coach Joe Gibbs. The money was raised on July 12 at Reston Town Center, where hundreds of people attended the event – including volunteers from YFT -- making the event a resounding success. “To be able to raise money for an organization as inspirational as Youth for Tomorrow made this event even more successful and special,” said Bob Hughes, general manager of Moore Cadillac/Hummer.



Pictured at the Moore Cadillac/Hummer check presentation were (back row left to right) Bob Hughes, general manager of Moore Cadillac Hummer; David Harris, Hummer sales manager; and Jeff Doughty, Cadillac sales manager; and Youth for Tomorrow residents (front row, left to right) Jordon Baah, Robert Briscoe, Justin Beckenbaugh, Johnny Lacovey, Anthony Hicks and Allen Graze.

NADA Launches New Virtual 20 Groups

Openings are now available in NADA’s Virtual 20 Groups, run for small-volume, non-competing Ford dealers through the FordStar network. These include two existing 20 Groups for dealers in the Eastern and Central time zones, and two new groups in the Central and Mountain time zones. Dealers and managers stay in their stores and "meet" via satellite for interactive business management sessions that concentrate on the bottom line. A professional facilitator keeps the meetings focused during two three-hour sessions on consecutive days. Dealers can respond to questions via interactive keypads. There are year-round benefits for participating. For more info or to join, call (703) 821-7217.

Equipment For Sale

Six 25-ft Light Poles, Fourteen 20-ft Light Poles and 70 Light Fixtures. Light Fixtures are both 1000MU and 400MU, Light bulbs included. All were in working order when replaced, \$5,500. Please call Harry Criswell at (301)-948-0880.

Thought for the Week...

...We can not dedicate—we can not consecrate—we can not hallow—this ground (sic). The brave men, living and dead, who struggled here, have consecrated it, far above our poor power to add or detract. The world will little note, nor long remember, what we say here, but it can never forget what they did here... We here highly resolve that these dead shall not have died in vain—that this nation, under God, shall have a new birth of freedom—and that government of the people, by the people, for the people, shall not perish from this earth.

—A. Lincoln November 19, 1863.

Selected passages from the Gettysburg Address